From: Mark Derickson

To: 'microsoft.atr(a)usdoj.gov'

Date: 1/24/02 5:13pm **Subject:** Microsoft Settlement

How is it LEGAL to NOT FIX BUGS in Windows 95 or 98 when the customers have PAID for a WORKING package ??

Microsoft Continues to CHARGE for UPDATES when the UPDATES fix known ISSUE and BUGS that should NOT have been in the code that the CUSTOMER PAID for. Most of the issues in 95 were fixed in 98 but they STILL CHARGE MONEY even though the CUSTOMER DID NOT GET FULL VALUE from the original operating system.

Mark Derickson MCSE
Technical Customer Service
TrueTime, Inc.
3750 Westwind Blvd. Santa Rosa, CA 95403
t 707.636.1839 f 707.527.6640
mderickson@truetime.com/ www.truetime.com/

The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient are prohibited.

If you received this in error, please contact the sender and delete the material from any computer.